



RECEIVED
20 MAY 2014

Fareways Taxi Service

Fareways

18th May 2014

Dear Kim Evans,

Regarding the proposed table of fares, there is no waiting time, this is an essential part of the fare structure.

To give an example when I take a disabled passenger to Macclesfield Hospital for a hospital appointment it is normally cheaper for the customer to pay waiting time than pay a return fare. This is only one example of many, that I could give but it helps to illustrate the need for waiting time.

Until the waiting time issue is resolved and we know how much it may be, it is difficult to discuss the proposed table of fare further.

Yours faithfully

V3

Kim Evans
Licensing Officer
Cheshire East
Westfields
Middlewich Road
Sandbach
Cheshire
CW11 1HZ

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20 MAY 2014

QUE-CABS

Monday 27th May 2014

Dear Ms Evans

I'm writing to you regarding the proposed changes to the harmonisation of taxi fares over the 3 zones in Cheshire East. I'm a taxi owner with 5 Hackney taxis in Congleton and find the proposal totally unacceptable!!!

I find it very hard to believe that these proposals have been put forward without any input from the trade. You've stated in the Congleton Chronicle that's this has been done with consultation of the trade but at no point has anyone asked my opinion or other drivers regarding their income and there lively hoods!

We would like to know who these people are when these meetings took place. Because at no stage any information has been put forward to the drivers or owners has to their thoughts on the matter.

There are many reasons why this proposed table of fares are unjust and totally unacceptable! I will name 3 of the main reasons and hopefully you will see that this harmonisation should be put on hold for 12 months and a panel should be put together from the trade involving all 3 zones. I know Congleton drivers have set up an association which is called CELVA and my son sits on the committee which they had a constructive meeting with you only a few weeks ago. That way every driver/owner would be able to put their thoughts forward and hopefully together we can sort this mess out!

The first objection is the omitting of waiting time from the meter. I hope this is just an oversight on Cheshire East part? The waiting time is vital when taking customers to the bank, shopping or the doctors etc. and on many occasions the customer will ask the driver to wait while they do their daily business, this mainly effects elderly and vulnerable customers, without the waiting time element it will discourage drivers from waiting for customers who request them to do so this will result on drivers going away and coming

back for the customer for which they will be charged a new fare which will result in a more expensive journey which will inevitably upset the customer.

Second objection is the increase of the fares from £2.90 to £3.50 we as drivers feel with the reducing of transport services i.e. bus routes these increases only add unreasonable costs to Cheshire east residents getting about they only have limited amounts of disposable income. I feel that if we need to increase the fares across the borough then it should be done over a 5 year period maybe like a 10p rise each year then that would help residents budget and not be made to feel like we are robbing them. It would also help us drivers with the problem of out of town taxis who are coming into our town touting for trade and undercutting us and by Cheshire East putting our fares up to will only play into their hands. I was told at your meeting with CELVA a few weeks ago you said these new rates were only a max amount we could charge but this will make a joke out of Hackney taxis and the expensive meters we have fitted and maintained because you will have the public very confused and upset at the variation in fares from taxi to taxi.

Third objection is the 20% increase after 9pm this short time span between then and midnight is totally unjustified and we believe could lead to drivers being subject to abuse. There is no need what so ever for this fare rise and should be changed ASAP!!!

In addition to the mentioned objections listed above I can see no financial benefit to Cheshire east council all the financial implications are levelled against the companies and our customers, it must seem strange to you us voicing our objections to these fare increases as under normal circumstances it is us as owners who are approaching you to allow us to increase our fares but I sincerely hope our objections demonstrate our deep concerns of our customers being overstretched financially and with the greatest of respect we know our customers better than you do.

Even we as owners are being financially stretched with increase in license costs etc. one major help for us would be changes to the six month additional tests for older vehicles you said at the recent meeting as a council you gained nothing financially from these additional test fees and surely as these are only interim tests outside the annual tests these tests could be in the form of a general m.o.t at an authorised VOSA station this one simple change would go some way of reducing our costs, it can be in no one's interests that costs reach a point where companies start to cease to trade this in its self reduces the councils revenue.

I hope you see my comments as constructive as they are sincerely meant to

Just an additional observation at a recent meeting in Macclesfield which was attended by some local councillors but more importantly Fiona Bruce the Macclesfield M.P. where she expressed amazement to what had been going on as it was all news to her, can I respectfully ask who the M.P. you have referred to as making the decision to agree to the licensing fares and conditions changes was..

27th May 2014.

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RIVERSIDE

TAXIS

RELIABLE FRIENDLY SERVICE

Airport - Long Distance - Contract Services

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22 MAY 2014

20-5-14

Dear Miss Evans,

I would like to object to the "Proposal New Table of Fares" that the council want to impose on Zone 1 Owners/Drivers.

Objection 1 The increase from £2.90 to £3.50 is far too much, as bus services have been cut, many people on low incomes have to have taxis for shopping, school, work, etc, etc, these people don't have cars any many of these journeys are of 1 mile or so. An increase of about 20% is ridiculous, and will I am sure reduce Taxi journeys. It also shows how like National Govt, local Govt is so out of touch with the public they serve.

The council say the fare will be a maximum and a lesser charge can be made. For the last few years the Council has been failing some taxis at there test, for out of date meter. new meters at £400 approx have been bought, and now you say it doesn't matter what the meter says, its only a maximum. The meter is a safeguard for the customer and the driver and should be a true reflection of the cost, which brings me to

Objection 3

The removal of Waiting Time is totally unacceptable, many journeys are made a peak times, when a 1 or 2 mile journey can take upwards of 30-40 mins, there are many customers who need taxis to get to hospitals, doctors, banks etc some of the elderly or disabled can only get out and about because a taxi will wait for them, and I might add

RIVERSIDE

WAVE TAXIS WAVE

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Airport - Long Distance - Contract Services

that I and other taxi drivers are often asked to do a bit of shopping, or pick up a prescription, all these people could be disadvantaged because of your policies, waiting time is very important, and again because its a record on the meter it is better for both parties to accept. I am sure that without waiting time, drivers will pick and choose what jobs are worth doing or not. Why would you try to drive from Congleton Town Centre to West Heath at 5pm when it could take 40mins in nose to tail ~~traffic~~ traffic for 23 because no waiting time would be included, the driver would probably decline the fare, and finish for the night.

To sum up the New Fares would in my view would very damaging to my business, and once again shows how little the Council understand the Taxi trade and how tough it is.

yours sincerely

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22 MAY 2014

A B Private Hire

F.A.O.
Kim Evans,
Licensing Team Leader,
Cheshire East Council,
Municipal Buildings,
Crewe,
CW1 2BJ

RE: Proposed Variation to the Hackney Carriage Table of Fares

OBJECTIONS

Dear Miss K. Evans,

I hereby exercise my right to respond and object to the "Proposed Variation to the Hackney Carriage Table of Fares" Notice for Zone 1 issued by letter on 14th May 2014.

I am a Taxi Owner/Driver in Congleton and have been operating as a taxi driver since September 2005. If the proposed variation of fares is brought in then I believe this will have a detrimental effect to my business and potentially prevent me from operating as a taxi driver within the Borough for the following reasons:-

- **Daily Rate Increase – Substantial Loss Of Customers/Income**

The new proposed fares show a staggering 20% increase or more on the existing Rates for every journey which is just too high.

As the majority of my customers throughout the day are low income travellers without their own transport, this will inevitably increase pressure on them to take fewer taxis where they can. I believe that this is too bigger rise and such a rise in Congleton needs to be staggered over a number of years allowing the public to adjust gradually.

Note: The Councils argument with respect to the "maximum fare displayed on the Hackney Meter being the maximum amount the driver is allowed to charge and therefore a lower amount can be charged if desired" does not work in practice. The meter protects both the customer and the driver. If a situation arose where a taxi driver had to charge an amount less than the price displayed on the meter this would lead to bartering and arguments on every journey. All drivers would interpret their own fares and rates and the customers and driver would no longer be protected by the meter, rendering the taxis meters useless.

- **Loss of Waiting Time – Substantial Loss Of Income**

The new proposed fares show the removal of Waiting Time which is unacceptable.

Waiting Time comes into effect during every journey when driving below 12mph (ie. waiting at traffic lights, junctions and also in slow moving traffic). Therefore

(Continued....)

(....Continued)

the removal of waiting time with the proposed new Table of Fares will have a dramatic effect on my earnings, especially in peak times of traffic where Journeys take much longer.

Also there are many journeys each week that involve taking the infirm, elderly or disabled. These customers are generally picked up at home taken to the bank and/or shops and then returned home all in the same journey. These trips can often take up to 30 minutes and the distance travelled is rarely over a mile, therefore there would substantially less income received from these time consuming jobs causing taxi drivers to refuse these journeys often requested by phone.

Note: I know of no other Borough that has a Hackney Table of Fares with no compensation for waiting time.

- **Competition From Other Boroughs – Loss Of Income**

Over the last twelve months there has been a steady increase in competition from other taxis coming from neighbouring Boroughs such as Staffordshire and Stoke-on-Trent. The proposed new Table of Fares will definitely lead to more and more business being lost to other Boroughs. This again will only have a detrimental effect on my business.

All in all I am opposed to the new Proposed Table of Fares and believe that the decision to increase the fares in Congleton way over inflation and the cost of living rise together with the removal of waiting time is only going to harm mine and many other businesses. These changes if approved will have a major impact on my business and could potentially force closer on some taxi firms.

Yours Sincerely

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